



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**C-R Telephone Company**  
**Fairpoint Communications / C-R Telephone Company**  
**for quarter ending March 31, 2014**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.70	2.90	2.50	3.03
B. Operator Answer Time - Information [730.510(a)(1)]	8.70	3.16	2.85	4.90
C. Repair Office Answer Time [730.510(b)(1)]	12.00	17.00	10.00	13.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	35.00	26.00	27.00	29.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.43	1.65	1.04	1.37
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	100.00% *	100.00% *	100.00% *	100.00% *
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

---

**C-R Telephone Company**  
**Fairpoint Communications / C-R Telephone Company**  
**for quarter ending March 31, 2014**